



## Two-way integration process

The TransCareKult training concept establishes a culture of openness and recognition across different cultures in residential healthcare and nursing organisations.



### GOOD PRACTICE in a nutshell

**Addressees for transfer:**  
Companies and training service providers operating in the healthcare sector

#### **“TransCareKult” training concept:**

TransCareKult is a training concept that seeks to establish a culture of openness and recognition across different cultures in residential healthcare and nursing organisations. Also being established is a two-way integration process with its opportunities and challenges. All stakeholders need to be made aware of these. The concept comprises training modules which are systematically implemented in workshops. Managers can also make use of the advice.

#### **Project:**

TransCareKult – Anerkennungskultur verankern, Bindung stärken (“establishing a recognition culture, strengthening retention”)

#### **Organisation:**

Hessisches Institut für Pflegeforschung (HessIP), Frankfurt University of Applied Sciences

#### **Project contacts:**

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#### **Offers:**

Further information, the flyer and the service description is available at <https://www.hessen.netzwerk-iq.de/angebote-transcarekult>. All previously published IQ Good Practice examples can be found at [www.netzwerk-iq.de](http://www.netzwerk-iq.de).

#### **Starting point/challenge**

There has been a shortage of trained staff in care organisations in Germany for a considerably long time. One way in which organisations are finding employees is by recruiting skilled workers from abroad. Unfortunately, the support needed by the nursing team in the important two-way integration process is rarely provided. In order to remedy this, the project has developed a training concept which focuses on cultural diversity in residential care. The training concept is based on a qualitative study conducted by the Hesse Institute of Nursing Research (Hessisches Institut für Pflegeforschung, HessIP) as part of the Network IQ Hesse. To help establish a two-way integration process for foreign general nurses, the researchers identified the requirements and needs of carers and of individuals at the organisational level. This took place in collaboration with the four residential healthcare and nursing organisations taking part in the work. Based on the scientific findings, the institute worked with carers on the wards and in the residential areas to develop job training schemes for establishing a culture of openness and recognition across different cultures.

#### **Implementation of the training concept**

In order to meet the requirements of comprehensively raising the target groups' awareness, expertise was called on from general nurses and relevant management staff from the participating organisations, and from a theatre educator. The focus here was on the joint integration process in the care team as well as on mutual respect and recognition as a person. The concept comprises training modules which are implemented in the form of workshops for the care teams. At the same time, it also included advisory sessions of managers on intra-institutional issues and problems within the integration process. The modules are carried out in in-house workshops. Themes such as induction, team culture,



intercultural communication, understanding of nursing and mutual respect are developed interactively. Practical methods often used include case studies and role plays which have been developed based on observational and interview records.

#### **Conclusion**

A culture of openness and recognition is a positive way of ensuring staff can cope with everyday care work in intercultural teams. The training has been implemented across Hesse since 2016. So far, 950 people have attended the training. These include general nurses with and without a migration background, managers, and educational specialists in the area of vocational nursing training. A further 50 members of staff in the organisations attended advisory sessions concerning a catalogue of recommendations. The training aims to consider the needs and requirements of care specialists and of the organisations in equal measure. Demand for the provision was high, however, due to the precarious staffing situation, it was not always possible for care staff to receive an absence leave.

# Workshops reflect day-to-day work

Participants identify well with recreation of real situations they have experienced

“Mutual professional and personal respect and recognition in the care team is key to creating a successful two-way integration process. Developing and establishing a culture of openness and recognition across cultures is essential for this,” stresses Prof. Ulrike Schulze, Managing Director of HessIP and Head of the IQ subproject TransCareKult. The TransCareKult training concept allows participants, for example, to interactively address the culture of constructive conflict, to deal with communication and language barriers and to develop a professional identity. “Working with real situations has seen participants identifying very well with the content of the concept,” explains research assistant Sabrina Khamo Vazirabad. A hospi-

tal worker with many years of experience is convinced by the interactive approach in the training. “For us, the workshop reflected how we conduct ourselves day to day,” she

said, following the workshop on the training module “Be part of the team”. A carer from migration background also commented: “The role plays in the workshop are very realistic and are based on the experiences of colleagues from abroad. I have experienced 80% of those myself and have now learnt how to cope with such situations.” Christina Gold, a research assistant on the project emphasises that, “a safe space and a non-pressurised setting is very important when developing alternative strategies for how to behave.” The job training schemes offers such a space providing this openness. This has been created by the team at HessIP in collaboration with the residential health-care and nursing organisations.



Three questions for Christina Gold, project contact for TransCareKult in the Network IQ Hesse

## “Culture of openness and recognition across different cultures”



### What is innovative about TransCareKult?

The average work day faced by general nurses is always very intense and leaves very little scope for communication. The training concept provides room for reflection on the processes taking place when working in intercultural teams. The setting is intentionally designed to be pressure-free and is

characterised by openness. This creates space for constructive discussions and to facilitate a change of perspective. This is an important requirement for interactively addressing the themes of cultural openness and recognition across different cultures and for establishing a two-way integration process.

### Is it possible to run the training in other locations too?

With small adaptations, the training concepts and methods for raising awareness are transferable to other organisations and target

groups. A brief requirements analysis in advance is important and also useful for selecting the relevant modules. The concept is already being implemented across Hesse in the hospitals, care homes for the elderly and nursing colleges cooperating in the project. The transfer into continuing education and training and into vocational nursing training has already been trialled. National implementation of the concept is therefore possible.

### How can the sustainability of TransCareKult be ensured?

Within the term of the project (2019–2022), the intention is for the training concept to be sustainably established within the cooperating organisations. Supporting structures have been identified to help firmly establish the provision. A continuing education and training option of a trainer specialising in team development and integration in healthcare professions will provide employees with the skills to implement the training concept using workshops. The goal is to enable organisations to independently develop a culture of openness and recognition, thus strengthening staff recruitment and retention over the long term.

#### Publication details

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#### Network IQ

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[www.netzwerk-iq.de](http://www.netzwerk-iq.de)

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